



# COMMONWEALTH OF MASSACHUSETTS

## DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

1000 Washington Street, Suite 820  
Boston, MA 02118-6500  
(617) 305-3580  
[www.mass.gov/dtc](http://www.mass.gov/dtc)

DEVAL L. PATRICK  
GOVERNOR

TIMOTHY P. MURRAY  
LIEUTENANT GOVERNOR

GREGORY BIALECKI  
SECRETARY OF HOUSING AND  
ECONOMIC DEVELOPMENT

BARBARA ANTHONY  
UNDERSECRETARY  
OFFICE OF CONSUMER AFFAIRS AND  
BUSINESS REGULATIONS

GEOFFREY G. WHY  
COMMISSIONER

By *ECFS*

June 29, 2011

Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: CG Docket No. 03-123**  
**Telecommunications Relay Services Consumer Complaint Log Summary**

Dear Ms. Dortch:

The Massachusetts Department of Telecommunications and Cable (“MDTC”) respectfully submits this filing in compliance with the requirement that states and Telecommunications Relay Services (“TRS”) providers submit annual consumer complaint log summaries by July 1 of each year.<sup>1</sup> This submission constitutes the MDTC’s TRS consumer complaint log summary filing for the 12-month period ending on May 31, 2011.

During the period of June 1, 2010, to May 31, 2011, the MDTC did not receive any consumer complaints alleging a violation of federal TRS minimum standards. All complaints were made directly to the state’s TRS provider, Hamilton Relay (“Hamilton”). Both of Hamilton’s log summaries are included with this letter as electronic attachments. Please note that the attached Captioned Telephone (“CapTel”) Service complaint log reflects a service start date of August 1, 2010.

---

<sup>1</sup> See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000); 47 C.F.R. §64.604(c)(1) (TRS “mandatory minimum standards” requiring filing of consumer complaint logs).

The MDTC will continue to monitor the status of TRS in Massachusetts. If you have any additional questions, please feel free to contact Karlen Reed or Kerri DeYoung with the MDTC at 617-305-3580 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY.

Sincerely,

/s/ Karlen Reed  
Karlen Reed  
Director, Competition Division

/s/ Kerri J. DeYoung  
Kerri J. DeYoung  
Counsel, Competition Division

Attachments (2)

cc: Geoffrey G. Why, Commissioner, MDTC  
Benedict Dobbs, Deputy Director, Competition Division, MDTC  
Louise McCarthy, Administrative Attorney, Massachusetts State 911 Department